

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AMERICAN FEDERATION OF STATE,	)	
COUNTY, MUNICIPAL EMPLOYEES	)	
COUNCIL 62 (AFSME COUNCIL 62)	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2004-00250
	)	
AT&T COMMUNICATIONS OF THE	)	
SOUTH CENTRAL STATES, LLC	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Pursuant to the Commission's July 9, 2004 Order, the Complainant amended its May 13, 2004 complaint on July 19, 2004. A copy of the complaint is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, AT&T Communications of the South Central States, LLC ("AT&T") is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order. Should AT&T choose to file a written answer, it shall include in its answer a statement of the disputed amount for intrastate calls, as well as a statement of the amount billed for interstate calls.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 6th day of August, 2004.

By the Commission

ATTEST:

  
Executive Director

Case No. 2004-00250

25 B17

SEGAL STEWART CUTLER  
LINDSAY JANES & BERRY PLLC

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Juliette Stewart House +o  
Thomas J. Grady  
Stephen C. Emery  
Kyle Anthony Burden  
Beach A. Craigmyle  
William Thomas Rump  
David O'Brien Suetholtz

Paralegals:

Cindy Bauer  
Tanya Elder  
Jenny Linet  
Angie Burns

RECEIVED

JUL 19 2004

July 16, 2004

PSC Consumer Services

Beth O'Donnell, Executive Director  
Public Service Commission  
P.O. Box 615  
Frankfort, KY 40601

2004-00250

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PUBLIC SERVICE  
COMMISSION

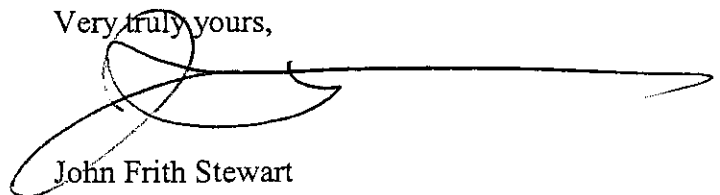
RE: AFSCME Council 62 v. AT & T

Dear Ms. O'Donnell:

Enclosed is a copy of a signed complaint in the above referenced matter.

If you have any questions, please contact me.

Very truly yours,



John Frith Stewart

JFS/tav  
Encl.  
cc: Roger Poer

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COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

## In the matter of:

American Federation of State, County, Municipal Employees  
Council 62 (AFSME Council 62)

\_\_\_\_\_  
(Your Full Name)

COMPLAINANT

VS. AT &amp; T

\_\_\_\_\_  
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of AFSCME Council 62 respectfully shows:  
(Your Full Name)

(a) Roger E. Poer, Controller

\_\_\_\_\_  
(Your Full Name)

1424 N. Pennsylvania St., Indianapolis, IN 46202

\_\_\_\_\_  
(Your Address)

(b) At &amp; T

\_\_\_\_\_  
(Name of Utility)

P.O. Box 9001310, Louisville, KY 40290-1310

\_\_\_\_\_  
(Address of Utility)

(c) That: Apon changing physical locations in the city of Louisville, in September 2003

(Describe here, attaching additional sheets if necessary,

our phone number was changed. Our local phone service provider, Bell South, obtained a new  
the specific act, fully and clearly, or facts that are the reason

number and new service with At&T. However beginning September, At&T began billing at , \$0.99  
and basis for the complaint.)

minute, instead of the previous rate of \$0.09 per minute. In Feb. 2004 rate was increased to \$4.49

minute. March 2004 the AT & T long distance service was cancelled.

Continued on Next Page

## Formal Complaint

AFSCME Council 62

vs.

AT & T

Page 2 of 2

Repeated attempts in March and April 2004, to correct the billing were denied, with the exception  
of one month, which was credited to to the \$0.09 level.

Wherefore, complainant asks Refund of estimated overbilling \$7,396.89. (See attached)  
(Specifically state the relief desired.)

This would represent the rollback of the charges to our previous rate of \$0.09 per minute from \$0.99 ar  
\$4.49 charged to our account, that have been previously paid. The billing detail is not disputed, only  
rate per call.

Dated at Louisville, Kentucky, this 7th day  
(Your City)  
of May, 2004, 19XX.  
(Month)

Ray E. Lee, AFSCME Council  
(Your Signature) Controller  
1400 Waterfront GLAZA  
John F. Stewart, 323 W. Main St., Louisville, KY 40202-4251  
(Name and address of attorney, if any)

John F. Stewart, atty  
323 W. MAIN ST., Louisville, KY  
40202

AFSSCME Council 62  
AT & T Louisville Office  
Over-Billed

Account # 057-090-1698-001  
Phone # 502-363-4074

Bill Close Date	Amount	Per Minute	Cents	Status of Bill	Est. Should Have Paid	Remarks
3/22/2004	(921.62)		NA	Un-paid	N/A	Credit for 12/22/2003 Bill (.99 to .09)
2/22/2004	3,084.78	\$4.49 & .99		Un-paid	150.00	Estimate @ .09
1/22/2004	1,235.40		0.99	Paid	123.54	Estimate @ .09
12/22/2003	1,298.31		0.99	Paid	129.83	Estimate @ .09
11/22/2003	2,209.28		0.99	Paid	220.93	Estimate @ .09
10/22/2003	2,443.34		0.99	Paid	244.33	Estimate @ .09
9/22/2003	1,272.79		0.99	Paid	127.28	Estimate @ .09
Totals	10,622.28				1,062.23	9,560.05 Over billed
				Paid	8,459.12	
				Due AFSSCME	7,396.89	